

Adult Literacy Contact Centre



1-800-663-1293
1-604-684-0624

The ALCC is a project of the
Adult Basic Education Association

Vol. 2, No. 4
May 1989

updates...

The Provincial Literacy Advisory Committee

From: Paul Gallagher-Chair

In Sept. 1988, the Honourable Stanley Hagen, Minister of Advanced Education and Job Training, established a Provincial Literacy Advisory Committee made up of persons from the broad spectrum of the adult literacy community: students, labour, business, native communities, the voluntary sector, the media, libraries, schools, colleges, and academics. Gwen Armstrong of the Ministry and Marjorie Schurman of the office of Secretary of State have served as resource persons to the committee.

The committee has met every second month since Oct. 1988 to develop its advice on several issues: the development of a provincial strategy to address adult literacy issues; the shape of a public awareness

campaign; the character of a provincial policy statement on adult literacy; the identification of suitable adult literacy programs; and ways to celebrate the International Year of Literacy - 1990.

Between committee meetings, three research projects are being undertaken under contract with the committee: one on the state and needs of adult literacy programming, a second on an examination of policies on adult literacy, and the third on lighthouse adult literacy programming in and beyond our province.

The committee is working to develop a first draft of its report by the end of June 1989. After a public consultation process planned for early fall 1989, the committee expects to submit its advice to the Minister by December 1989.



We are moving...

**The Adult Literacy
Contact Centre**

is moving

May 15, 1989

also we have a

new local number

as well as a

toll free number

**Adult Literacy
Contact Centre**

#622-510 W. Hastings St.
Vancouver, BC V6B 1L8

1-800-663-1293 (toll free)
684-0624
(lower mainland)

ADULT LITERACY CONTACT CENTRE UPDATE

—The Centre moves to its new location on May 15th. New address: 510 West Hastings, Suite 622, Vancouver, B.C., V6B 1L8. Phone: 684-0624 (lower mainland). 1-800-663-1293 (toll-free).

—Posters (2 sizes: 8 1/2 x 11; 11 x 17); postcards/bookmarks for the literate population advertising the Centre's toll-free number are free for the asking. We need people power and energy to get these "items" posted in laundromats, grocery stores, post offices, garages, etc. Phone the Centre to get your supply.

—Posters advertising the lower mainland phone number will be available soon.

—B.C. Telephone has agreed to include our toll-free number in the special information section in the front pages of all the telephone books in the province, this year. There will be a special category called "literacy" and the Adult Literacy Contact Centre will be listed underneath. It was too late to have Vancouver's number included but this will be done next year.

—The Directory of Adult Basic Education Programs in B.C. will be revised over the next few months.

—The Centre is in the process of developing a data base management system for our information services.

—1988 Census data statistics are available, through the Centre, to communities wanting to know "how many" people over age 15, have less than grade 9 education. More detailed demographic data will be available by the end of May. This data will give us more info about age, sex and grade level completions with/without other tickets.

—Literacy maps, using the 1986 Census data, have been done. The Centre is going to pursue funding for an atlas for this project.

What Learners told us in March

A small class emphasizing one-on-one tutoring was identified by learners as a very positive aspect of available programs. Also identified as positive was a flexible structure allowing learners to attend classes on a drop-in basis convenient to their schedules and giving them the opportunity to begin immediately.

The following were identified as barriers to learning:

1. a lack of volunteers for in-home tutoring
2. anxiety about attending classes
3. classes which are too large (ESL)
4. classes which are full (ESL)
5. inability to pay fees
6. inability to obtain financial assistance or simply to obtain clear information about eligibility for financial assistance and how to apply for it
7. uncaring and dismissive attitude by institutional staff
8. anxiety about testing procedures
9. unacceptable immigration status (no social security number or residence permit) (ESL)
10. inability to reach contact name

What Volunteers told us in March, 1989.

The major problem identified as a barrier to volunteering was a widespread lack of information about volunteer opportunities among various community organizations and agencies one would normally assume to be both willing and able to help. In the case of one very strongly motivated volunteer, it was only her persistence in the face of the lack of information and interest among the

organizations she contacted that led her finally to connect with a volunteer program.

Summary of Initial Calls by Learners or Friends/Family of Learner in March, 1989.

By Community	
Vancouver	19
Burnaby	1
Coquitlam	1
New Westminster	1
Richmond	1
Surrey	4
White Rock	1
Langley	2
Gibsons	1
Vernon	1
Kelowna	1
Victoria	1
100 Mile House	1
Total	35

By Program	
Literacy	15
ESL	11
GED	5
ABE Upgrading	1
Learning Disabled	3
Math	2
Total	137

Summary of Initial Calls by Volunteers in March, 1989

BY COMMUNITY	
Vancouver	4
West Vancouver	1
Burnaby	1
Richmond	2
Surrey	5
Port Coquitlam	1
Kamloops	1
Vernon	1
Kelowna	2
Victoria	3
Queen Charlottes	1
Total	22

Learners Speak Out

On March 20, 1989, a group of learners from Victoria R.E.A.D. Society wrote to the Adult Literacy Contact Centre about how we could make the centre more accessible to people who need it most.

Here are their ideas:

- "We recommend that a full page advertisement be included into every telephone book in the province. The ad should appear on the first page of the index and the ad should show a picture of two adults reading together. A simple phrase ie. Learn to Read and Write should be written in as many languages as possible."
- "We agree that a toll-free number is essential. We are also glad to hear that the answering machine does not use a time limit."
- "We object strongly to the name 'Project Literacy.' These terms literacy and illiteracy only seem to isolate the learners who are very uncomfortable with these labels. We recommend that efforts be made to change the name of this 'Project', so it will more accurately reflect the positive efforts being made by learners to improve their writing skills. We think 'upgrading' is a better word."

In Reply

We would like to thank Norman Mah, Tom Stachowski, Albert Caufield, Debbie Booth-Johnson and Anthony for their ideas.

Here's what we have done. B.C.Tel has agreed to publicize our new toll-free number, 1-800-663-1293 in the first pages, "Information Section", of all the telephone books in the province. We will continue to work on a visual ad..

Your objections to the name 'Project Literacy' will be passed on to all the developing Project Literacy chapters. Once again, thanks for your input.

MOVEMENT FOR CANADIAN LITERACY

B.C. Representative:
Cindy Onstadt 875-6111
Adult Basic Education Department,
King Edward Campus,
Vancouver Community College,
Vancouver, B.C.

The MCL Board plans to meet in Vancouver in early June. Cindy is planning a get-together for the Board and interested B.C. learners, tutors, teachers and community organizations. Plans haven't been firmed up yet. Phone Cindy if you're interested in helping organize or participating in this event.

What MCL has been doing...

1. Supporting the establishment of learner networks through provincial organization of a National Learners Training Workshop in 1989.
2. Creating public awareness through meetings with national organizations and government officials.
3. Coordinating workshops for journalists around the issue of literacy.
4. Compiling a promotional kit to identify possible and established International Literacy Year (ILY) projects for local, provincial and national organizations.
5. Publishing an ILY newsletter.
6. Investigating the possibility of establishing a Canada-wide electronic literacy bulletin board and network.

7. MCL provincial reps met with the Federal Literacy Secretariat in February to discuss the funding needs of literacy organizations. A report will be forthcoming.
8. Participating in the ITFL (International Task Force on Literacy.)

MCL wants to...

- find out what you're planning for your community.
- keep you informed about events in other parts of Canada and around the world.
- hear your comments, ideas and suggestions.
- get you, and your literacy group involved in a coordinated national effort to promote literacy.

If you have any suggestions for activities that local groups could organize or if you just want more information, contact:

MCL International
Literacy Year Committee
9 St. Joseph St. Suite 304
Toronto, Ontario M4Y 1J6
(416) 925-8338



CONFERENCES... WORKSHOPS... FORUMS

May 13 Child Poverty Forum.
1-4 pm. Forum will include some discussion of literacy. Sponsored by End Legislated Poverty.
Call 685-5599 for more information.

May 27 Social Policies for the 90's.
This workshop will review some of the major social policy issues and trends of the present decade.
Where: Woodward IRC Building, UBC
Time: 9:00 am. - 4:30 pm.
Call Sparc of B.C. for registration information. 736-8118.

May 28 Open meeting of the Canadian Association for Adult Education Task Force on Literacy.
There will be presentations by Hans Schutze, Germany, and Richard Darville, UBC. 1-4 pm. Instructional Resource Centre, University of British Columbia.
Call Jennifer Crawford at 222-5218 for more information.

May 28 Education and Training for Community Economic Development.
This event is for people engaged in CED as planners and practitioners, both volunteer and paid. Technical aspects of the development and design of CED education and the value dimension will be examined.
Where: Woodward IRC Building, UBC
Time: 9:00 am. - 4:30 pm.
Contact Lynda Raymond, Registrar. 736-8118.

May 28 Partnership in Action: The Community College in its Community.
This workshop will be a presentation of the ACCC/Fanshawe College project, "Partnerships in Literacy" featuring the upcoming publication of a resource manual citing exemplary practices in literacy programming wherein colleges work in partnership with community-based organizations.

Where: Regina, Saskatchewan
Time: 9:00 am. - 4:00 pm.
Registration: \$25.00 includes meals.
For more information contact:
Literacy Workshop
c/o Micheline Reid
Association of Canadian Community Colleges
110 Eglinton Ave. West
Toronto, Ontario M4R 1A3
(416) 489-5925

July 12 - 15 PARTICIPATORY RESEARCH CONFERENCE: "A Celebration of People's Knowledge."
Sponsored by the Division of International Development and the Faculty of Education, University of Calgary. For info contact Madelaine Aldridge. (403) 220-7319.
Conference Office, Faculty of Continuing Education, The University of Calgary, 2500 University Drive N.W., Calgary, Alta., T2N 1N4

COURSES:

JULY 4 -21 Approaches to Literacy Teaching (Adult Education 313 - University of British Columbia). This

course will be a place to develop ideas on adult literacy practice and theory. The format will be flexible, and participants may undertake projects that will be useful in practice. The teacher will be Dr. Richard Darville. Classes will meet at 1:30 pm, daily. For more information call 228-5881 or 228-2411 or write: Department of Adult Education, University of B.C., 5760 Toronto Road, Vancouver, B.C., V6T 1L2.

MEETING:

Pacific Association for Continuing Education Annual General Meeting.
When: Wed. May 31
Where: Lecture Hall 4, Woodward Instructional Resources Centre, UBC
Time: 12:45 - 3:00 pm.
Cost: \$12.00 includes lunch
Contact: Jennifer Crawford, 266-2534 or Shauna Butterwick, 733-7480
Mail cheques to:
PACE - Annual General Meeting
P.O. Box 46559, Station G, Van., - B.C.V6R 4G8

NEWS

MARJORIE SCHURMAN has been appointed to a permanent position with the Department of Secretary of State as a Social Development officer. She will continue to handle the literacy portfolio. Marjorie can be reached at: Secretary of State, #207 - 1525 West 8th Avenue, Vancouver, B.C., V6J 1T5. 666-6619.

World Literacy of Canada - WCL
WCL is working with Young People's Theatre to produce "Developing Freedom", a play about literacy that will be shown in communities across Canada (libraries, high schools, centres, prisons).

WCL is looking for local groups to host the play in their town. A host 'guide' will help community agencies host this event. It will be an opportunity to fundraise and to develop public awareness from Sept. 1989 to June 1990.

For more details contact
Scott Dickson
(416) 920-2606 or write
FAX: (416) 465-5303
Scott at World Literacy of Canada
Toronto, Ontario M4C 3B6

The play is tentatively scheduled to be in Vancouver late March and early

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News

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April. TEAL (Teachers of English as a Second Language) has expressed an interest in co-hosting the show with other interested groups. Call Nan Polakoff at 986-6586 or leave messages at 294-TEAL.

World Literacy of Canada has asked Canada Post to strike A SPECIAL STAMP for ILY. If you want to support his idea write to: M. Sylvain, Chairman, Stamp Advisory Board, Canada Post Corporation, Station 923A, 1400 Merivale Road, Ottawa, Ontario, K1A 1H7

Open Learning Agency

OLA has a mandate to collaborate with colleges, school districts, institutes and other educational institutions to work toward making

open learning a reality. Presently, OLA is working in collaboration with 6 learning centres.

If you are interested in more information about these collaborative arrangements call Mary Selman or Geoff Stevens at OLA 660-9407

DTN

In April 1988, the Open Learning Agency was officially established. The Discovery Training Network (DTN) is part of the Open Learning Agency and will now use the Agency's corporate identity. As of May, over 10,000 B.C. based courses will be on-line. DTN will provide information through a communications network on a full range of training and educational opportunities available in B.C.

On-line access will be through TAPs located throughout the Province.

To find out more about DTN

write or call:

DTN
300-475 W. Georgia St.
Van. B.C.
V6B 4M9
FAX (604) 668-3398
Telephone (604) 668-3399

Read Canada

READ CANADA is a new national children's literacy program, funded in part by the Dept. of the sec. of State CKXY 1040 AM Radio has produced two - 30 second spots for READ CANADA's general awareness campaign starting early May. These "spots" will be aired by eleven radio stations in the Lower Mainland. As soon as more "spots" are available, they will be distributed to additional stations on Vancouver Island.

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SCHEDULE OF UPCOMING LEARNER EVENTS - 1989

Organization	Learner Event	Date	Contact
Williams Lake Society Project Literacy & Groups	A Day for Learners	May 6	Karen Kuenzel 392-2446
Northwest College	Building Self Esteem & Self Confidence	May 6	Sandi Laricallie 845-7266
Carnegie Learning Centre	Creative Writing Day	May 7	Barb Morrison 321-2311
Douglas College	Learning About Learning	May 10	Carmen Rodriguez
North Shore S.D.	A look to the Future: Pre-employment Skills	May 13	Lynda Woodhead 987-3086
Project Literacy Victoria	Joining Together to Learn	May 13	Lorinda Allix 474-2175
VCC Learners Network	Learners' Network	May 27	Cindy Onstad 875-6111

PROJECT LITERACY B.C.

PROJECT LITERACY B.C. is in a state of transition. The Adult Basic Education Association of B.C. recently received a \$35,000 grant from the Secretary of State to facilitate the development of a truly provincial Project Literacy B.C. The Association plans to hire a facilitator for this project with the aim of getting things moving in September.

Wendy Watson will be the ABE-ABC's liaison for the project. Contact Wendy at 853-7441 for more information.

PROJECT LITERACY... LOWER MAINLAND

Chairperson: Linda Forsythe. Contact her at Douglas College, Box 2503, New Westminster, B.C., V3L 5B2. Phone: 438-2344, local 350.

PROJECT LITERACY... KELOWNA

President: Betty Knox.
P.O. Box 1886, Station "A",
Kelowna, B.C., V1Y 8P2.
Phone: 762-2163.

Are incorporated as a non-profit society (first and only incorporated group at time of writing). Board has given "okay" for other groups to use their constitution as a model. You can get it through Project Literacy-Kelowna or the ALCC.

-Board has said that other groups wanting to use the "Project Literacy" name should simply write them a letter. (Other groups wanting to incorporate as non-profit societies using the "Project Literacy" name will need Kelowna's permission in order to get their paperwork through the incorporation processes.)

-Society is willing to share all the expertise they have acquired in forming and running the society and its programs.

-Society runs a community-based operation with an office and a classroom.

-47 volunteer tutor-learner pairs have been trained and matched.

-Have established a working relationship with the Boys and Girls Club and the Indian Friendship Society. Currently assisting these organizations with tutor training and program development.

PROJECT LITERACY... CHILLIWACK.

Contact: Barbara Bate
Fraser Valley College
45600 Airport Road
Chilliwack, B.C.
V2P 6T4
Phone: 792-0025

Project Literacy-Chilliwack was formed at the very successful Learners' Conference, April 26. At the conference Project Literacy planning focused on the need for awareness about the issue in the literate population and in the population with the reading and writing needs. The group plans to start organizing in September.

PROJECT LITERACY ...PARKSVILLE.

Contact: Linda Perkins.
Phone: 248-2096
Parksville Campus - Memorial
Building, 2nd Floor
Box 42, 141 Memorial Avenue
Parksville, B.C.
V0R 2S0

Group is currently in process of incorporating as a non-profit society and has been meeting bi-weekly.

PROJECT LITERACY... VICTORIA

Chairperson-Linda Mitchell,
Phone: 388 4721,
Read Society,
720 Linden Ave.
Victoria, B.C. V8V 4G7

Learners Conference. May 13th,
10:00 am to 3:00 pm
"Return to Learn" Linda Forsythe,
Guest Speaker, Policy decision
makers have been invited. Two
hundred (200) people are anticipated
to attend.

In the process of incorporating as a
society

In the process of negotiating a
fundraising golf tournament for
literacy with Peter Gzowski, CBC, &
the city of Vancouver.

PROJECT LITERACY... ABBOTSFORD

Contact: Wendy Watson,
Phone: 853-7441
Fraser Valley College
33844 King Rd.
R.R.# 2
Abbotsford, B.C.
V2S 4N2

PROJECT LITERACY... NANAIMO

Contact: Inger Weber
Phone: 758-2743
120 Locksley Place
Nanaimo, B.C. V9T 4S5

Learners Conference in Nanaimo
resulted in formation of ALLOW
(Adult Literacy Learners on their
Way).

RESOURCES

"Necessary Changes: Professional Involvement in Adult Literacy Programs." Frances E. Kazemek, Eastern Washington University, Cheney. *Harvard Educational Review*, Vol. 58, No. 4, Nov., 1988.

"Adult Literacy Programs have achieved recent prominence as studies documenting huge numbers of illiterates in the United States provoke national anxiety. In this article, Kazemek first critiques demeaning attitudes toward adult literacy learners implicit in the practices of major literacy programs, and then examines underlying assumptions about the nature of literacy in the light of recent sociolinguistic and psycholinguistic studies on actual literacy practices. He argues that among the challenges facing adult literacy professionals is the responsibility to confront political and institutional barriers to effective literacy education. In conclusion, he offers an alternative, holistic methodology based on dialogic and socially oriented instructional strategies, and which responds to gender-based and cultural differences in ways of learning."

"Look, Jane. Dick Can't Read" Rona Maynard. *Report on Business Magazine*. May, 1989.

"When engineers can't write, sales clerks can't read and skilled jobs are going begging, that spells big trouble for corporate Canada. Can business rise to the challenge?"

TEACHERS, TUTORS
& LEARNERS

1. THE VIDEO TUTOR. Onward Learning Systems' (OWL, for short) first product, The Video Tutor, a video-audio-print learning resource aimed at the grade 2 to 5 reader is almost complete. Extensive revisions, based on feedback from testing across Canada, are being implemented. The Video Tutor is a self-contained

package containing a one hour videotape, two hours of audiotape, a ninety page workbook and a tutor's guide. It will be available from Rick Mark, OWL, Suite 1210, 750 West Pender Street, Vancouver, B.C., V8C 2T8. 685-0114.

"The Student is the Expert (Writing to Share Knowledge.)" William Brown. Available for \$1.50 from the ALCC. "In this section there is a piece dictated by a student about his childhood in Jamaica, the plantations and the crops. He worked with a tutor who changed what he wanted to say. We include what the tutor wrote down. The group talked about the changes the tutor had made and what they said about it is included, too."

FOR COMMUNITIES

Set of 9 Handbooks for Voluntary Organizations. Available, free, from: Voluntary Action Directorate, Secretary of State, Ottawa, Ontario, K1A 0M5.

Suggestions for Literacy Activities. that local groups can organize. Available from MCL -9 st. Joseph St., Suite 304, Toronto, Ontario. M4Y 1J6.

Workplace Literacy: The Complete Resource Guide
Want to develop a workplace literacy program? No other reference guide offers more information or help in finding facts and ideas than the Bureau of National Affairs' 900-page publication. The guide will save you weeks of gathering pertinent literacy data prior to launching your program. It includes such diverse topics as laws and regulations; congressional reports; litigation; employer programs; policy and position papers (including ANPA Foundations' literacy handbook), and surveys, studies and reports. Call BNA for your copy 800/372-1033, or send a

check for \$95 to Bureau of National Affairs Inc., Circulation Department, P.O. Box 40947, Washington, D.C. 20077-4928.

Ontario Test of Adult Functional Literacy

The OTAFL is an assessment package that uses everyday material to evaluate the abilities of students in adult literacy programs.

—OTAFL was designed with the participation of students in literacy programs.

—OTAFL has been piloted with students in literacy programs across Ontario.

Prices for OTAFX Materials:

Booklets - Level 1 - 3 \$2.00 each

Guide \$5.00 each

Manual \$5.00 each

Project Report \$5.00 each

Tape for Administration \$5.00 each

Exams \$10.00

For more information contact

Centre for the Study of Adult Literacy
Department of Linguistics

262 Paterson Hall

Carleton University

Ottawa, Ontario

K1S 5B6

(613) 788 - 2812

UNESCO

International Literacy Year

With International Literacy Year a little over six months away many literacy practitioners and organizations are beginning to plan their activities for 1990. The ITFL newsletter has published an exciting document, **International Literacy Year: A Practical Guide for Non-Government Organizations, Unesco Clubs, Associated Schools and Other Interested Groups.**

The guide lists 5 major objectives for ILY

- Increasing action by government
- Increasing public awareness
- Increasing public participation
- Increasing cooperation and solidarity among governments
- Increasing cooperation within the UN system and among non-governmental organizations.

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Next Project Literacy Lower Mainland Meeting

May 26, 9 AM

**Boardroom, VCC/KEC Campus
1155 E. Broadway, Vancouver**

We are making progress at becoming an independent society. Hopefully, all the work will be done by the summer.

Two issues will be discussed at the next meeting:

- Financial barriers for learners (bus passes, living expenses, child care, books)
- Using the word "literacy"—some students find it insulting

Reports...

Jump Start.

The Federal Role in Adult Literacy.
Forrest P. Chisman. The Southport Institute for Policy Analysis Project on Adult Literacy. Suite 415, 440 First Street. N.W., Washington, D.C. U.S.A., 20001. (202)-783-7058

"This report summarizes the findings of the Project on Adult Literacy sponsored by the Southport Institute for Policy Analysis. The Project is an independent, nonpartisan undertaking whose purpose is to examine the U.S. federal government's role in promoting adult literacy — what it is and what it should be."

Brief to the Royal Commission on Education presented by End Legislated Poverty

End Legislated Poverty is a group of 19 groups concerned about poverty. Most of the member groups represent low income people concerned with making important changes in the education system and fundamental changes in society. If you would like a copy of the brief to the Royal Commission, call the ALCC.

Report from the President of ABEABC

Patty Bossart, president of the ABE Association, has recently written to the Employment Minister, Barbara McDougall to address the overall educational needs of the unemployed of Canada. In her letter, Patty refers to the UIC rules that block people from upgrading necessary basic academic skills in ABE programs, but are in fear of violating UIC rules which require that those on UIC attend only UIC sponsored programs which are full time commitments.

Adult Literacy Contact Centre Newsletter

Editor: Cherie Layne
Design and Layout:
Invergarry Learning
Centre, publishers of
Voices magazine

News

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READ CANADA is planning a national launch on July 1, 1989 Canada Day. If you are interested in being involved as a volunteer in the planning or delivery of this exciting event call Susan Johnston Associate, Frontier College (604) 254-2400 or write 1124 Commercial Drive Van. B.C. V5L 3X2

Literacy Proposal East Kootenay Community College has requested additional funds from MAEJT for the fiscal 1989/90 to implement a 10 month fundamental literacy program in the Elk Valley (Fernie, Sparwood, Elkford). The program's delivery would consist of a full-time coordinator/instructor working from the College Ferrie Centre, and volunteer tutors in each community on a flexible timetable. Each student would have access to a minimum of 4-7 hours/week, one to one tutoring/instruction at a local library (past experience has shown that students prefer classes in a library vs. College classroom).

Duration - Sept. 89- June 90.

Projected. Enrolment- Continuous Intake Fernie-20, Sparwood-10, Elkford-15

Budget Request- \$45,200

For more details call Leona Gatsby at 423-4691

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If you are interested in obtaining **The Practical Guide...** write to NGO (UNESCO) Standing Committee 7 Place de Fontenoy 75700 Paris, France Telephone: 4568 01 33

Women's Secretariat

The Women's Secretariat Newsletter is designed to increase awareness of women's issues and is available free upon request.

To add your name to the mailing list contact:

The Women's Secretariat
Parliament Buildings, Victoria,
B.C., V8V 1X4
Telephone: 387 - 3600